



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

March 05, 2025

### SAFETY RECALL H514: HIGH VOLTAGE BATTERY PACK ASSEMBLY THERMAL OVERLOAD

Vehicle Affected: Jaguar I-PACE

Model Year: 2019

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24V-633

Dear Jaguar I-PACE Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Jaguar has decided that a defect which relates to motor vehicle safety exists in certain 2019 model year Jaguar I-PACE vehicles.

Your vehicle is included in this Recall action.

Jaguar wrote to you on November 6th, 2024, to advise your vehicle is affected by this recall and to confirm the interim repair is now available and service appointments can now be made.

The purpose of this letter is to inform you that, as the final remedy to address this safety issue, we will work with you to arrange the re-purchase of your vehicle from you, less depreciation based on the age, condition and mileage of your vehicle.

Jaguar will be administering the vehicle repurchase program under a separate Recall number, H536. Your vehicle will remain open against this recall until the repurchase process has been completed. Your vehicle will remain open in Recall H514 until the interim remedy has been completed

You may check the status of your vehicle in both recalls on the NHTSA web site:

<https://www.nhtsa.gov/recalls>

### What is the reason for this program?

A concern with the capability of the diagnostic software introduced through prior safety recalls H441, H459 or H471 has been raised following reports of several fires in 2019 model year vehicles after the software installation. Several vehicles have experienced thermal overload which led to smoke or fire from the underside of the vehicle where the High Voltage (HV) battery is located. The diagnostic software updates have been identified as not providing an appropriate level of protection for 2019 model year I-PACE vehicles in the US.

### What are the warning signs of this condition?

If a risk of battery overheating is detected, an Instrument Panel Cluster warning such as 'Traction Battery Fault' and 'Stop Safely Battery Fault' may be displayed. In certain cases, a popping sound and burning smell may be experienced. Smoke and flames may be seen. A high-voltage battery that overheats increases the risk of a fire. **You should park outside and away from structures, and when possible charge outside.**



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## **What will Jaguar and your authorized Jaguar Retailer do?**

As referenced in the previous letter, your vehicle will, as an interim condition, after receiving a software update, have the maximum state of charge altered to 80%. This will protect your vehicle until the re-purchase is complete. The maximum driving range of your vehicle will be reduced accordingly. There will be no charge to owners for this repair.

Separately, a Jaguar representative will reach out to you directly and seek to work with you to arrange the re-purchase of your vehicle

## **What should you do?**

If you have not already done so, you should contact your preferred authorized Jaguar retailer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to install the latest software to limit the state of charge to 80% as required under Safety Recall 'H514'.

We understand this service visit and re-purchase may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience caused.

As indicated above, we will be contacting you separately to arrange the re-purchase of your vehicle.

## **Are there any precautions that may be taken to minimize the safety risk until the re-purchase is complete?**

You may continue to drive your vehicle, however, you should charge your vehicle to a maximum of 80% charge level and park away from structures. Where possible, charge outside.

As stated in the previous letter, to help you manage this state of charge limit, we have launched a software update program that will limit the state of charge to 80%. If you have not already done so, make sure you contact your authorized Jaguar retailer to have this software installed. The software update is expected to take approximately 1 hour although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Consult your Owners Handbook to confirm how to monitor vehicle charge level. Owner Handbooks are available at [www.ownerinfo.jaguar.com](http://www.ownerinfo.jaguar.com). Customers are advised to contact a Jaguar Land Rover authorized retailer should they have any concerns regarding their vehicle.

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.

## **Moved or no longer own this Jaguar vehicle?**

If you are no longer the owner of this vehicle, Jaguar would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

## **What should you do if you have further questions?**

If you have any questions or concerns regarding your 2019 I-PACE interim software repair, contact the Service Manager at your authorized Jaguar retailer for assistance.

If you have any questions about the repurchase of your 2019 Jaguar I-PACE, contact the Jaguar Customer Relationship Center at 1-800-452-4827 Option 9, and one of our representatives will be happy to assist you.

**If you have the need to contact Jaguar by mail, please use the following address:**

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If you believe your retailer/authorized repairer fails to or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.,  
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at **1-888-327-4236** (TTY: **1-888-275-9171**); or go to **<http://www.safercar.gov>**.

Thank you again for selecting Jaguar, your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Jaguar, in cooperation with your authorized Jaguar retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



**Wayne Clarke**  
Director, Technical Services  
Jaguar Land Rover, NA LLC